

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID / Title: AGS 244/Surplus Property Management

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I. Goals

To effectively and efficiently provide customers (donees) with surplus property items and continues to be fiscally solvent with revenues equaling or exceeding expenditures.

II. Objectives and Policies

- A. #1 - Improve control and accounting of surplus property by implementing a new inventory management system.
- B. #2 - Improve information available to donees regarding on-hand surplus property.

III. Action Plan with Timetable

- A. Objective/Policy #1 - Improve control and accounting of surplus property by implementing a new inventory management system.
 - 1. Past Year Accomplishments
 - a. Installed software for a new inventory management system that includes bar coding and other current technologies.
 - b. Began evaluation process to assess the efficiency and effectiveness of the new inventory management process. Make changes and improvements as warranted.
 - 2. Year One
 - a. Continue to assess and improve the new inventory management process.

- b. Assess impact of the new systems on customer satisfaction.
 - 3. Two Years
 - a. Continue to assess and improve the new inventory management process to include inclusion of an automated general ledger system.
 - b. Continue to assess the impact of the new systems on customer satisfaction and make necessary improvements.
 - 4. Five Years
 - a. Continue to assess and improve the new inventory management process to include purchase of new software and/or equipment.
 - b. Continue to assess the impact of the new systems on customer satisfaction and make necessary improvements.
- B. Objective/Policy #2 - Improve information available to donees regarding on-hand surplus property.
 - 1. Past Year Accomplishments
 - a. Coordinated the display of selected surplus items on the State Procurement Office's website.
 - b. Researched other on-line access alternatives for customers to be informed about available surplus property.
 - 2. One Year
 - a. Begin to advertise surplus property on the State Procurement Office's website.
 - b. Begin implementation of customer information process.

3. Two Years
 - a. Continue to assess the efficiency and effectiveness of the customer information process.
 - b. Continue to improve the customer information process.
4. Five Years
 - a. Continue to assess the efficiency and effectiveness of the customer information process.
 - b. Continue to improve the customer information process.

IV. Performance Measures

- A. Customer Satisfaction measure - Perform trend analyses on the customer base of the Surplus Property Management Program to include number of participating donees and percentage of participating donees.
- B. Performance Standard measure - Perform trend analysis on inventory adjustments.
- C. Cost Effectiveness measure - Perform long term and comprehensive trend analyses annually of the financial net gain or loss of the Surplus Property Management Program.